

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

Appl. No.:	10/675,719	)	Confirmation No.:	6343
		)		
Applicant:	Roush et al.	)	TC/A.U.	2436
		)		
Filed:	09/29/2003	)	Examiner:	Okoronkwo
		)		
Docket No.:	4366-135	)		
		)		
For:	USING VOICE OVER IP OR	)		
	INSTANT MESSAGING TO	)		
	CONNECT TO CUSTOMER	)		
	PRODUCTS	)		

**AMENDMENT AND RESPONSE**

Commissioner for Patents  
P.O. Box 1450  
Alexandria, VA 22313-1450

Sir:

Applicants submit this Amendment and Response to address the Office Action having a mailing date of August 17, 2009. Please credit any overpayment or charge any underpayment to Deposit Account No. 19-1970.

Please amend the above-identified patent application as follows:

**Amendments to the Claims** are shown in the listing of claims which begins on page 2 of this paper.

**Remarks** begin on page 13 of this paper.